

Maryland Department of Health and Mental Hygiene (DHMH)

Type of User:	State agency	Contact:	Glenora Finch CAHPS Project Manager
NCBD Participant:	Yes	Telephone:	410-767-1482
Address:	Division of Managed Care Quality Assurance 201 West Preston Street Room 208 Baltimore, MD 21201	Email:	finchg@dhhm.state.md.us

Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Medicaid – Adult and Child
Additions/Changes to Instruments	Maryland DHMH supplements the CAHPS survey with the CAHPS Children with Chronic Conditions Set as well as 15 questions covering subjects from pregnancy to dental care.
Purpose of Project	<ul style="list-style-type: none"> • Meeting Federal and State mandates • Producing a consumer report card • Assisting in internal program development, such as quality improvement initiatives

Survey Administration

Administered Since	1999
Administration Mode	Mail with telephone follow-up

Uses of Survey Results

Reporting	<p>Maryland DHMH produces a printed health plan report card for Medicaid enrollees.</p> <p>It also reports results to the Maryland DHMH oversight board, and produces an electronic executive summary that is distributed to the State Executive branch and health-related committees in the State government.</p> <p>The agency also produces reports for the individual managed care organizations that cover Medicaid enrollees.</p>
Quality Improvement	Maryland DHMH has used CAHPS results in other quality improvement initiatives.
Marketing/Publicity	

11/23/2004